

GSA's Response to Congressional Inquiry on Legacy IT (2017)

1. In the Committee's prior request, your agency was asked to identify the top three mission-critical IT systems in need of modernization. Please restate and update the information your agency provided in 2016:
 - a. If a planned date for modernization was provided, please confirm whether the agency is on track to meet this date. If not, explain why.
 - Federal Supply Service 19 (FSS-19)
 - FSS-19 is the Federal Acquisition Service (FAS) system that runs on a Unisys mainframe and supports the GSA mission to procure and distribute supplies across the Federal Government.
 - Planned date of modernization for the Order Management System (OMS) portion was estimated to be FY18/19 in last year's submission.
 - Order Processing (FSS-19-OP), the legacy module, **was shut down** in Aug 2016. OMS is currently being used for order processing.
 - The remaining components of FSS-19 will be evaluated and incorporated into a modernization roadmap next fiscal year. Implementation of the modernization roadmap for the rest of FSS-19 is expected to take 5 - 7 years.
 - Electronic Acquisition System (EAS) / Comprizon
 - EAS/Comprizon is an acquisition management and procurement/contract writing system that provides automated tracking of procurement and financial management data to support the Public Buildings Service (PBS).
 - EAS/Comprizon **was shut down in September 2016 and replaced** with Electronic Acquisition System Integration (EASi).
 - National Electronic Accounting and Reporting (NEAR)
 - NEAR was an accounting system, designed to control, record, classify and summarize financial events to meet requirements of the Federal accounting for annual, multiple year, or no year appropriations and revolving funds.
 - NEAR **was shut down in March 2016 was replaced** by the Pegasys billing and accounts receivable (BAAR) application. The responsibility for the Pegasys system that includes BAAR (NEAR replacement) was transferred to USDA as of October 1, 2015.
 - b. For each system, provide the amount your agency spends on operations and maintenance costs for the last three fiscal years.
 - Several investments on the IT Dashboard include more than just one system or application.
 - FSS-19
 - FY13 = \$15.93M
 - FY14 = \$18.24M
 - FY15 = \$16.97M
 - FY16 = \$16.80M
 - Unique Investment Identifier (UII): 023-000001030
 - EAS/Comprizon
 - FY13 = \$1.7M
 - FY14 = \$1.7M
 - FY15 = \$0.7M
 - FY16 = \$0.0
 - UII: 023-000001100
 - NEAR

- FY13 = \$11.36M
 - FY14 = \$11.10M
 - FY15 = \$10.20M
 - FY16 = \$5.56M
 - (GSA contract for NEAR completed in FY16. The Billing and Accounts Receivable (BAAR) function is covered under Pegasys now under USDA)
 - UII: 023-000004050
- c. If any of these systems have been modernized or replaced, please estimate annual cost savings over the next three fiscal years that can be attributed to the modernization or replacement.
- EAS/Comprizon
 - There are no cost savings associated with the replacement of EAS/Comprizon. The Comprizon application was decommissioned and replaced by EASi to provide a modern workflow management platform tailored to the needs of acquisition professionals. These workflows standardize common, repeatable processes reducing waste and empowering workflow efficiency. The EASi application integrates near real time data exchange with Pegasys (financials), FPDS (reporting), FBO (procurement announcements) ECMS and Business Intelligence platforms. Additionally, EASi has been developed to work with the System for Award Management (SAM.gov) to engage the public desiring to do business with the U.S. government.
 - NEAR
 - As a result of completing the GSA Billing and Accounts Receivable (BAAR) project, NEAR was decommissioned in mid-FY16 and the contract was terminated. GSA realized a cost savings of \$3M in FY16 and \$6.5M in FY17 and FY18. The BAAR project moved all Billing and Accounts Receivable functions from NEAR into the GSA Pegasys Financial System but Pegasys O&M costs did not increase so GSA's total savings over 3 years is \$16M.
2. What are the oldest programming languages in use today at your agency (in particular, ASP, COBOL, FORTRAN, C, Assembly Language Code, and Visual Basic)? Please submit an update on previously provided information:
- a. Restate and update the number of lines of code your agency maintains as identified in your agency's response in early 2016.
- (b) (7)(E)
- b. How many staff are dedicated to maintaining these programming languages? How many of these staff are contractors? If you are unable to provide an estimate of contractors, please provide an explanation as to why you are unable to provide this information.
- (b) (7)(E): approximately 13 government FTE; approximately 33.5 contractor FTE (decreased by 1 government FTE and 4.5 contractor FTE when NEAR was retired)
 - (b) (7)(E): approximately 4 government FTE; approximately 8 contractor FTE
 - (b) (7)(E): approximately 0.25 government FTE; approximately 1 contractor FTE
 - (b) (7)(E): approximately 0.2 government FTE; approximately 1 contractor FTE
 - Visual Basic: 0 government FTE; approximately 0 contractor FTE (decreased 0.75 government FTE and 1.25 contractor FTE)

- c. How much was obligated to contracts supporting these programming languages over the last three fiscal years?
- GSA does not allocate contracts and task orders by programming language. In order to provide an estimate of contract obligations, we have utilized the number of contractor support, then multiplied that by the approximate average cost of the contractor. Over the last three fiscal years, GSA has spent approximately \$35M for contractor FTEs supporting the above mentioned five programming languages.
3. Please identify the top five oldest hardware and infrastructure components, by manufacturer, model number, year of production, and type of component(e.g., server, router switch, etc.) at your agency today.
- a. For each, provide a date for when you plan to modernize or replace it and specify if there is not a specific date for modernization or replacement.
- GSA has made progress in decommissioning legacy hardware; however significant work remains to remove end of life equipment:
 - (b) (7)(E)
- (b) (7)(E).
- b. Identify which of these legacy hardware components house critical mission systems.
- (b) (7)(E)
- c. Identify which of these legacy hardware components house personally identifiable information.
- (b) (7)(E)
- d. Restate and update your response to this question from 2016 with the details requested above.

Section a has been updated with last year's information and the current status for this year. Sections b and c are new questions this year.

4. Does your agency use any software or operating systems no longer supported by the vendor?
- a. Please provide the name and version of the software and the last date of support by the vendor. For example, Windows XP (released in 2001) was no longer supported by Microsoft as of April 2014.

- Windows Server 2003 was no longer supported by Microsoft as of July 2015. FY17 Update: This action was completed and Windows Server 2003 is no longer in the GSA environment.
- Visual Basic 6.0 IDE was no longer supported by Microsoft as of April 2008. FY17 Update: GSA has retired or modernized its applications, and Visual Basic is no longer in the GSA environment.

- (b) (7)(E) [Redacted]

- b. (b) (7)(E) [Redacted]

(b) (7)(E)

- c. Please restate your agency's planned date to upgrade unsupported software and confirm whether this action was completed by the planned date. If not, explain why.

Section a has been updated with last year's information and the current status for this year.

5. Please address the number of IT staff at your agency as follows [Figures are as of Feb 28, 2017]:

- a. What is the total number of federal IT employees at your agency? (Do not include contract IT full-time employees (FTE))
- Overall, GSA has 946 IT professionals on staff. 660 professionals are in the 2210 job series and 286 IT professionals are in the 301 series. This includes both internal facing IT support within the Office of the CIO (GSA IT), and external support in our customer-facing offices. Within these GSA-wide IT staff numbers, 374 of the 2210 professionals and 54 of the 301 professionals reside within the Office of the CIO (GSA IT). As noted above, the Office of the CIO IT FTE professional staff provides internal IT support to GSA. The remainder of the IT professionals outside of the Office of the CIO provides external support to GSA's customers. (Note: figures are as of Feb 28, 2017).
- b. What is the total number of contract IT FTE at your agency?
- Overall, GSA has 2230 IT contractors on staff. 1584 of these IT contractors are supporting the Office of the CIO, who provide internal IT support to GSA. The remaining 646 contractors outside the Office of the CIO provide external support to GSA's customers. (Note: figures are as of Feb 28, 2017).
 - For last year's response, GSA used a more narrow definition of embedded that included only contractors that worked in GSA space. At that time, GSA identified 210 contractors. Due to the increased use of telework and other remote locations, GSA has modified the definition to include contractors working outside GSA buildings who have staff-like access to GSA space and IT systems. This change in methodology accounts for the significant increase in this year's data.
- c. For agency staff, what is the average age of your IT staff?
- Across GSA, the average age for all 2210's is 49.8 years of age, and IT-related 301 positions is 38.9 years of age.
 - Within the Office of the CIO, the average age of staff is 50.2 years of age. The average age of Office of the CIO employees in the 2210 series is 51.1 years of age and IT-related 301s is 45.8 years of age.
- d. For agency staff, what is the turnover rate for the last three fiscal years?
- Across GSA, the 2210 attrition rate is 6.8% for the last three years. GSA's attrition rate for IT professionals in the 301 series is 9.9% for the last three years.
 - In the Office of the CIO, the 2210 attrition rate is approximately 5.4% for the last three years. For the 301 series, the attrition rate is approximately 8.1% for the last three years.
- e. When hiring federal employee IT staff, what education, training, and outside certifications are required?
- Not all IT staff positions at GSA require the same set of certifications. The "Required

Certifications” below are relevant to some IT staff positions (i.e., PM, COR or ISSO/ISSM positions), but not necessarily all IT staff positions. Similarly, the Preferred Certifications will apply to some IT staff positions more than other IT staff positions.

- Required Certifications
 - Federal Acquisition Certification for Program and Project Managers (FAC-P/PM)
 - Federal Acquisition Certification-Contracting Officer's Representatives (FAC-COR)
 - Certified Information Systems Security Professional (CISSP)
 - Preferred Certifications
 - Certified Information Security Manager (CISM)
 - Project Management Professional (PMP)
 - FEAC Certified Enterprise Architect
 - ITIL Foundation Certificate in IT Service Management (and higher levels)
 - Certified in Risk and Information Systems Control (CRISC)
 - Certified Information Systems Auditor (CISA)
 - Certified Information Privacy Professional/Information Technology (CIPP/IT)
 - Certified Software Development Professional (CSDP)
 - Certified Software Development Associate (CSDA)
 - Software Development Associate Engineer Certification
 - Certified ScrumMaster (CSM)
 - Certified Scrum Product Owner (CSPO)
 - Certified Scrum Developer (CSD)
 - Project Management Institute - Agile Certified Practitioner (PMI-ACP)
 - International Consortium for Agile (ICAgile) certifications
- f. When evaluating contracts for IT services, what education, training, and outside certifications are required for contractor IT staff?
- Not all IT contractor positions at GSA require the same set of certifications. The “Required Certifications” below are relevant to some IT contractor positions (i.e., PM or ISSM positions), but not necessarily all IT contractor positions. Similarly, the Preferred Certifications will apply to some IT contractor positions more than other IT contractor positions.
 - Required Certifications
 - Certified Information Systems Security Professional (CISSP)
 - Project Management Professional (PMP)
 - Preferred Certifications
 - FEAC Certified Enterprise Architect
 - ITIL Foundation Certificate in IT Service Management (and higher levels)
 - Certified in Risk and Information Systems Control (CRISC)
 - Certified Information Systems Auditor (CISA)
 - [Host Specific] DevOps Certified Engineer
 - Certified Software Development Professional (CSDP)
 - Certified Software Development Associate (CSDA)
 - Software Development Associate Engineer Certification
 - Certified ScrumMaster (CSM)
 - Certified Scrum Product Owner (CSPO)
 - Certified Scrum Developer (CSD)
 - Project Management Institute - Agile Certified Practitioner (PMI-ACP)
 - International Consortium for Agile (ICAgile) certifications

6. Does your agency have any active IT contracts providing services for enterprise upgrades of unsupported hardware or software? If yes, please provide the following information for each contract:

- a. Contract number and a short description of the project.
- b. Total contract value (base year and any option years).

- c. Total funding expensed toward contract as of January 31, 2017.
- GSA's IT contracts are not focused exclusively on the enterprise upgrades of unsupported hardware or software. The contracts are for wider IT support that also, as one of many components, assists in the enterprise upgrades of unsupported hardware or software. Where practical, the following answers identify what portions specifically address this question.
 - GSQ0015AJ0022 - GSA Enterprise Operations (GEO)
 - GEO is GSA's enterprise-wide IT services contract supporting a large portfolio of IT provisioned services, operations and maintenance (O&M), and development, modernization and enhancement (DME) of hardware and software. Providing services for enterprise upgrades of unsupported IT hardware and software systems may be part of the fixed price or depending on complexity and level of effort, task order modifications are implemented to support temporary surge resources needed for legacy upgrades.
 - **Total contract value:** \$549,954,492.00 (base year plus 4 one-year options) (The portion of this contract that addresses upgrades is a small fraction of the total contract.)
 - **Total funding expensed toward contract as of January 31, 2017:** \$216,843,325.00 (9/29/15 through 1/31/17)
 - GSQ0014AJ0024 - GSA CIO Applications, Maintenance, Enhancements and Operations (CAMEO Large Business)
 - CAMEO Large Business supports the operation, maintenance, enhancement, and development of GSA software applications. GSA requires support to operate its portfolio of applications while modernizing, reducing the portfolio, and eliminating the interconnectedness and dependencies when possible, of the systems and environments. This primarily supports the Federal Acquisition Service (FAS), but also includes some support of Administration Headquarters and the Public Building Service (PBS).
 - **Total contract value:** \$553,523,263 (base year plus 4 one-year options) (The portion of this contract that addresses unsupported software is a small fraction of the total contract: the one contractor that supports the legacy Delphi programming language.)
 - **Total funding expensed toward contract as of January 31, 2017:** \$265,460,420 (5/14/2014 through 1/31/17)
 - ITDS BPA (GS-00P-13-CY-A-0028) the following call orders:
 - The ITDS BPA is the primary contract vehicle that provides for the management of the design, development, implementation and operations and maintenance of the majority of GSA's Public Building Service (PBS) IT software applications and systems. It also provides for the management of the servers, web-tier, mid-tier and databases supporting PBS applications and systems and the PBS building management and control systems. The following two task orders are the only two that pertain to unsupported hardware or software:
 - CourtsWeb O&M (GS-P-00-15-CY-7017) (b) (7)(E)

[REDACTED]
 - **Total contract [task orders] value:** CourtsWeb: \$270K but the cost associated with the unsupported software is \$0k/year. (b) (7)(E)\$14.5M but the work associated with the unsupported hardware/software is approximately \$40K/year (base year plus one-year options)
 - **Total funding expensed toward contract [task orders] as of January 31, 2017:** \$158K (1/1/15 through 1/31/17)

- There are several different contracts supporting the Tridium Niagara Release 2 system upgrades across the country:
- G905P16SCC7028 - Major General Bean Building (R5)
 - **Total contract value:** \$1,500,000 (This amount is exclusively for this upgrade)
 - **Total funding expended toward contract as of January 31, 2017:** \$753,000 expended to date
- GS-03P-11-AZ-D-005 - Byrne Green (R3)
 - **Total contract value:** contract awarded for \$106,575 (This amount is exclusively for this upgrade)
 - **Total funding expended toward contract as of January 31, 2017:** \$85,000 spent to date
- GS-07F-217CA/GS-P-06-16-TH-7065 - Robert A Young (R6) upgrade to Niagara 4.
 - **Total contract value:** contract awarded for \$199,560.00 (This amount is exclusively for this upgrade)
 - **Total funding expended toward contract as of January 31, 2017:** \$0 spent to date
- GS-06P-11-GY-D-0004 / GS-P-06-15-GY-7016 - Richard Bolling Federal Building (R6) contract for replacing building automation system and connecting to GSA network (design-build) and upgrade to Niagara 4.
 - **Total contract value:** contract awarded for \$1,314,000.00 (This amount is exclusively for this upgrade)
 - **Total funding expended toward contract as of January 31, 2017:** \$28,664.00 spent to date
- # DEAM3609G029035, TASK ORDER GSP0816JE7140 - Coyle Federal Building (R9)
 - **Total contract value:** \$537,585 (for the BAS measure), \$22,676,492 (for the entire task order, all buildings & measures) (This amount is exclusively for this upgrade)
 - **Total funding expended toward contract as of January 31, 2017:** This is an Energy Savings Performance Contract (ESPC), so payment begins when energy data is provided and validated.

7. Does your agency have any active contracts for **replacement legacy IT hardware and software systems**?
If yes, please provide the following information for each contract:

- a. Contract number and a short description of the project.
 - b. Total contract value (base year and any option years).
 - c. Total funding expended toward contract as of January 31, 2017.
- GSA's IT contracts are not focused exclusively on the **replacement legacy IT hardware and software systems**. The contracts are for wider IT support that also, as one of many components, assists in the **replacement legacy IT hardware and software systems**. Where practical, the following answers identify what portions specifically address this question.
 - GSQ0015AJ0022- GSA Enterprise Operations (GEO):
 - GEO is GSA's enterprise-wide IT services contract supporting a large portfolio of IT provisioned services, operations and maintenance (O&M), and development, modernization and enhancement (DME) of hardware and software. Replacement of legacy IT hardware and software systems may be part of the fixed price or depending on complexity and level of effort, task order modifications are implemented to support temporary surge resources needed for legacy replacements.
 - **Total contract value:** \$549,954,492.00 (base year plus 4 one-year options) (The portion of this contract that addresses legacy IT replacement is a small fraction of the total contract)
 - **Total funding expended toward contract as of January 31, 2017:** \$216,843,325.00 (9/29/15 through 1/31/17)
 - GSQ0016AJ0067 - Assisted Services Shared Information SysTem Portal (ASSIST).

- Assisted Services Shared Information SysTem (ASSIST) is an integrated E-Commerce workflow solution supporting GSA Staff, clients, and industry partners in the creation and management of task and delivery order processing.
- **Total contract value:** \$120,446,249.00 (base year plus 4 one-year options) (This amount is exclusively for the upgrade to ASSIST)
- **Total funding expensed toward contract as of January 31, 2017:** \$25,765,085.00 (4/11/16 through 1/31/17)
- GSQ0017AJ0007 - HR and Time and Attendance (HRT2T).
 - The general scope for this acquisition is to migrate GSA and its current customers from GSA's legacy HR and Time and Attendance systems (CHRIS, ALOHA, and ETAMS) to an OPM- and OMB-approved private SSC contractor-managed shared services solution.
 - **Total contract value:** \$142,749,664.00 (six-month base, a one year option, a six-month base, then 8 more one year options for a total of 10 years) (This amount is exclusively for the upgrade to HRT2T)
 - **Total funding expensed toward contract as of January 31, 2017:** \$3,544,511 (11/18/16 through 1/31/17)
- GST0413DB0050 - Order Management Services (OMS).
 - The general scope is to provide order management and vendor integration services for General Supplies and Services (GSS) Global Supply and Retail Operations business lines (for requisition channel sales). OMS is intended to replace portions of two legacy applications (CSC and FSS-19).
 - **Total contract value:** \$30,607,883.27 (base year plus 4 one-year options) (This amount is exclusively for the upgrade to OMS)
 - **Total funding expensed toward contract as of January 31, 2017:** \$25,375,158.06 (5/27/13 through 1/31/17)

8. Did your agency submit to OMB an Enterprise Roadmap for 2016, as stated in OMB's draft *IT Modernization Initiative memo*? If so, provide a copy of this Roadmap.

- GSA submitted an Enterprise Roadmap for 2016. It is included as an attachment.